

# PPM 500

## VOCATIONAL REHABILITATION COUNSELING & GUIDANCE

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### **GENERAL REQUIREMENTS**

#### **500.01 PURPOSE OF COUNSELING AND GUIDANCE**

The purpose of vocational rehabilitation counseling and guidance is to provide the necessary framework and setting for facilitating and optimizing the participation of each applicant and eligible individual in his or her vocational rehabilitation program and to provide the basis for critical decisions regarding each program participant's eligibility for services, vocational rehabilitation needs, Individualized Plan for Employment (IPE) development, service provision, progress toward and successful achievement of a planned employment outcome, and record of services closure.

*[REQUIRED PRACTICE. Counseling and guidance is an essential vocational rehabilitation service without which the functions of the Vocational Rehabilitation Counselor cannot effectively be satisfied. An active counseling relationship must be established at the time that a Vocational Rehabilitation Counselor is assigned to each applicant and maintained during the assessment for determining eligibility and priority for services and subsequently, throughout the program of services under the IPE for each eligible individual with a disability, including any post-employment services provided under the IPE. Regular, ongoing contact must be maintained by the Vocational Rehabilitation Counselor with each applicant and program participant, and services must be planned, provided, and assessed within a continuing counseling relationship.]*

## **500.02 QUALIFYING INDIVIDUALS**

All vocational rehabilitation counseling and guidance services and supports must be made available to every applicant and eligible individual, consistent with each individual's vocational rehabilitation needs and informed choice, including, but not limited to:

(A) students with disabilities who are making the transition from programs under the responsibility of an educational agency to services administered by the state Vocational Rehabilitation Program;

(B) individuals with cognitive or other disabilities who require assistance in exercising informed choice;

(C) other individuals with most significant disabilities who are receiving supported employment services; and

(D) individuals receiving post-employment services under an Individualized Plan for Employment (IPE).

## **500.03 ACCOMMODATIONS**

As appropriate to the vocational rehabilitation needs of each individual, counseling and guidance must be made available in the language, alternative format, or mode of communication appropriate to the individual, and must include the provision of family and community supports for those individuals with cognitive or other disabilities who require assistance to access and utilize the information provided, including the supports needed for each individual to make informed choices.

**NATURE AND SCOPE OF COUNSELING AND GUIDANCE****500.04 SPECIFIC COUNSELING AND GUIDANCE SERVICES**

As appropriate to the vocational rehabilitation needs of each individual and consistent with each individual's informed choice, the assigned Vocational Rehabilitation Counselor must provide within a counseling and guidance relationship:

(1) information regarding the vocational rehabilitation program and its purpose, nature, scope, and limitations, including, but not limited to—

(A) the basic eligibility requirements for program participation,

(B) application for vocational rehabilitation services, and

(C) the nature and scope of the specific vocational rehabilitation services available and the conditions and criteria under which each service is provided;

(2) the information and supports necessary for each applicant and eligible individual to understand and exercise the rights described in PPM chapter 110, particularly including, but not limited to, his or her rights with respect to—

(A) informed choice,

(B) the confidentiality and disclosure of personal information,

(C) the Client Assistance Program (CAP), the services available through the CAP, and the means by which the CAP can be contacted for assistance, and

(D) the mediation and appeal provisions available to every applicant and eligible individual through the state Vocational Rehabilitation Program; and

*[REQUIRED PRACTICE. The presentation to the individual of a copy of the customer handbook, The Road to Work is sufficient to meet, in general, the requirements of*

*paragraphs (1) and (2) of the section, provided that a thorough discussion of its contents occurs.]*

(3) appropriate referral services, as described in PPM chapter 501.

### **500.05 INFORMED CHOICE REQUIREMENTS**

(1) The counseling and guidance provided by the Vocational Rehabilitation Counselor must, for each applicant and eligible individual, include the information and supports necessary for the individual to exercise informed choice throughout the vocational rehabilitation process, including, but not limited to, the information and supports necessary for applicants and eligible individuals to make fully informed choices in decisions regarding:

(A) the provision of assessment services for applicants and eligible individuals;

(B) the options available for eligible individuals to develop an Individualized Plan for Employment (IPE);

(C) available methods used to procure vocational rehabilitation services; and

(D) the development of IPEs with respect to the selection of—

(1) a planned employment outcome, including the planned employment setting,

(2) the specific vocational rehabilitation services needed to achieve the planned employment outcome and the setting in which the services will be provided,

(3) the entities that will provide the services, and

(4) the available methods by which the services will be procured.

(2) The information provided by the Vocational Rehabilitation Counselor to applicants and eligible individuals to assist them in making informed

choices concerning specific services to be provided and the selection of service providers must include, at a minimum, information regarding:

- (A) the cost, accessibility, and duration of potential services;
  - (B) consumer satisfaction with those services, to the extent that consumer satisfaction information is available;
  - (C) the qualifications of potential service providers;
  - (D) the types of services offered by potential providers;
  - (E) the degree to which such services are provided in integrated settings; and
  - (F) the outcomes achieved by individuals working with service providers, to the extent that such information is available.
- (3) In the provision of the information described in this section, the Vocational Rehabilitation Counselor may use, but is not limited to:
- (A) lists of services and approved service provider lists maintained by the state Vocational Rehabilitation Program;
  - (B) periodic consumer satisfaction surveys and reports;
  - (C) referrals to other consumers, consumer groups, or disability advisory councils qualified to discuss the services needed and recommend service providers;
  - (D) relevant accreditation, licensing, certification, or other information relating to the qualifications of service providers; and
  - (E) opportunities for individuals to visit or experience various work and service provider settings.

#### **500.06 OTHER COUNSELING AND GUIDANCE SERVICES**

As appropriate to the vocational rehabilitation needs of each individual and consistent with each individual's informed choice, the Vocational

Rehabilitation Counselor may also provide or secure from other service providers with or without cost:

- (1) necessary personal adjustment counseling;
- (2) career counseling;
- (3) such services and supports as are necessary for eligible individuals to prepare resumes, conduct job searches, interview for available jobs, and complete job applications; and
- (4) other similar services.

### ***CONDITIONS AND LIMITATIONS OF SERVICE PROVISION***

#### **500.07 COMPARABLE SERVICES AND BENEFITS EXEMPTION**

Vocational rehabilitation counseling and guidance is exempt from the comparable services and benefits requirements applicable to other services, and the provision of counseling and guidance cannot be conditioned on a prior determination that comparable services and benefits are unavailable under any other program.

#### **500.08 FINANCIAL PARTICIPATION EXEMPTION**

No financial participation requirement may be imposed as a condition for the provision of counseling and guidance services for any applicant or eligible individual.

#### **500.09 PRIOR APPROVAL**

Vocational rehabilitation vocational counseling and guidance services provided with cost under the provisions of this chapter can be provided with Vocational Rehabilitation Program funds only with the full and prior knowledge, approval, and authorization of the assigned Vocational Rehabilitation Counselor or another qualified professional employed by the state Vocational Rehabilitation Program.

*[REQUIRED PRACTICE. In accordance with the requirements of this section, the decisions regarding the need for and appropriateness of paid counseling and guidance*

*services can be made only by the assigned Vocational Rehabilitation Counselor or another qualified professional employed by the state Vocational Rehabilitation Program. Services arranged for and obtained by an individual or the individual's family member without the full and prior knowledge, approval, and authorization of the Vocational Rehabilitation Counselor or another qualified professional employed by the state Vocational Rehabilitation Program cannot be paid for or reimbursed by the program.]*

## **RECORD OF SERVICES DOCUMENTATION REQUIREMENTS**

### **500.10 RECORD OF SERVICES CONTENT REQUIREMENTS**

Consistent with the requirements described in this chapter, the record of services for each individual must include documentation describing and affirming the provision of all counseling and guidance provided, including, but not limited to:

- (1) any form (such as the acknowledgment of receipt for the customer handbook) or narrative case note entry necessary to describe the nature and scope of counseling and guidance services and necessary supports provided; and
- (2) fiscal documentation, as required by state fiscal procedures, of any counseling and guidance services provided with costs authorized and paid for in whole or in part by the state Vocational Rehabilitation Program.

### **500.11 INFORMATION TECHNOLOGY SYSTEM COMPLIANCE**

All required information, data, and documents must be incorporated and maintained in the record of services for the individual in a manner consistent with Indiana Rehabilitation Information System (IRIS) requirements.

[AUTHORITY: Federal regulations 34 CFR 361.48(c); 361.50(a); 361.52; 361.53(b)(2); 361.54(b)(3)(i)(C).]

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